

Exploring Ethical Considerations: Generative AI's Impact on Current & Future HR Practices

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BACKGROUND

Generative AI's (GAI) rapid integration into Human Resource (HR) practices has **revolutionized** how many HR tasks are performed, but has also raised significant **ethical concerns**.

This study delves into the literature surrounding the ethical implications of GAI's implementation into HR in recent and coming years, with the aim to inform relevant stakeholders about **potential risks and opportunities** that accompany this technological adoption.

This study also aims to fill current knowledge gaps in literature, and advocate for fair and transparent practices while emphasizing the need for **interdisciplinary collaboration** and **regulatory frameworks** in this area.

METHOD

Meta-ethnography (Noblit & Hare, 1988, 2019) guides this thesis' literature review by identifying relevant studies, reducing them, and generating key points.

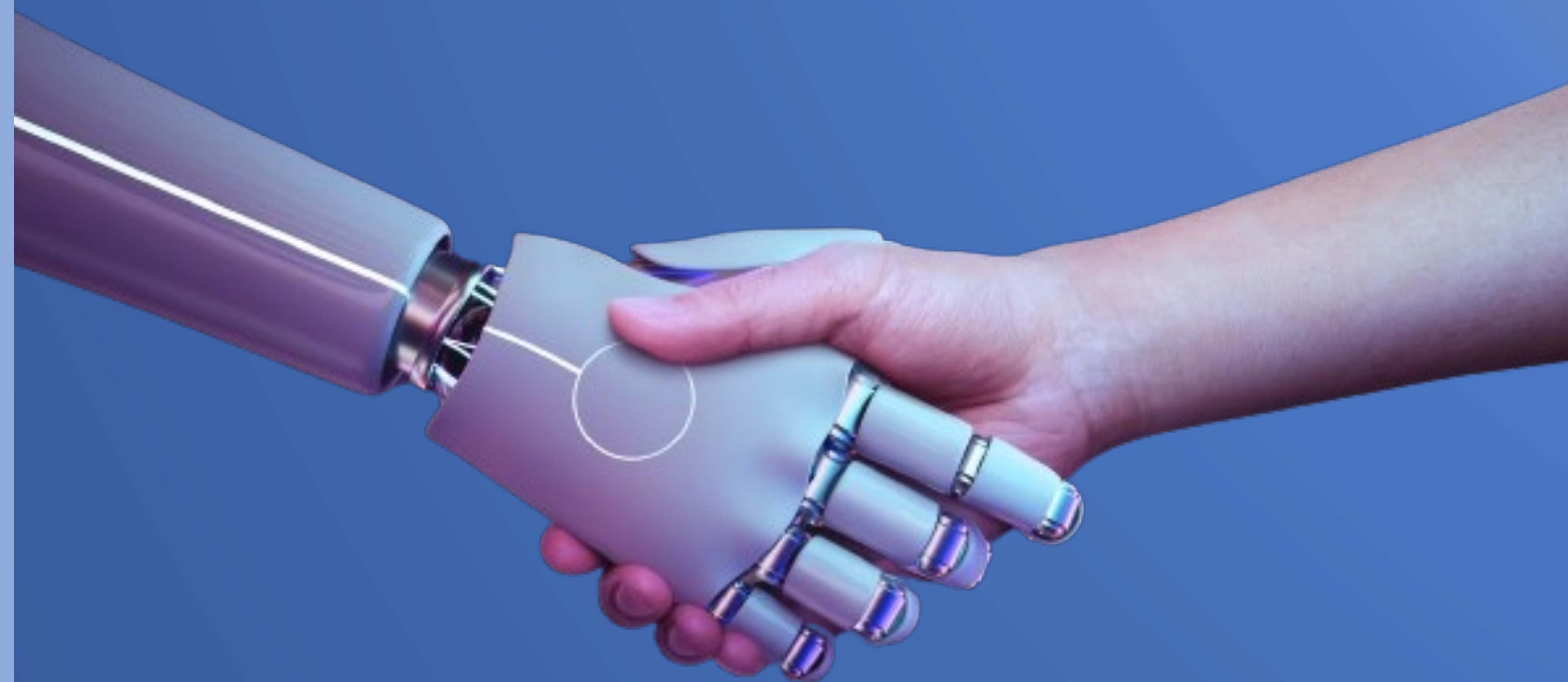
- Steps of this framework include choosing a topic focus, reading studies repeatedly, translating major themes, and expressing the combined synthesis in a suitable way for multiple audiences.

Benefits of meta-ethnographic studies include **challenging social understanding**, creating **testable hypotheses**, and highlighting **conceptual deficiencies**.

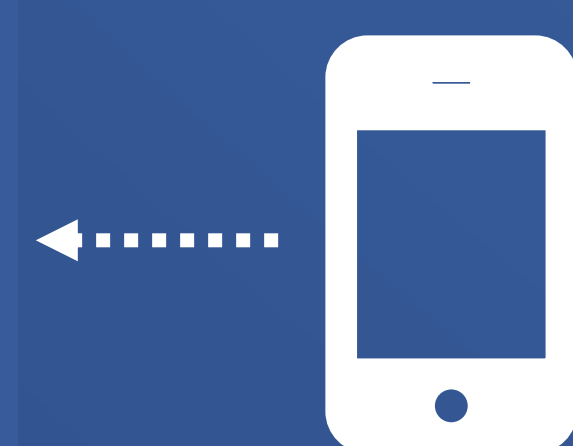
Inclusion criteria involved peer-reviewed articles on GAI's ethicality in HR, accessible through Google Scholar.

- 40 studies were included after rigorous appraisal for **relevance**, **quality**, and **bias potential**.
- Themes from the studies were translated to generate insights and discussions, contributing to a more comprehensive examination of GAI's ethical implications in HR practices.

HR professionals can **streamline** recruitment activities and **optimize** many of their day-to-day tasks with the help of **Generative A.I.**



However, they do so at the risk of making **biased decisions**, raising **copyright and privacy concerns**, and creating **algorithmic accountability** issues.



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LITERATURE REVIEW

BENEFITS OF GAI TO HR PROFESSIONALS:

Optimized Recruitment Strategies:

- GAI algorithms swiftly analyze resumes, diversify candidate pools, and save HR professional's time.
 - (Ooi et al., 2023, Ajunwa & Schlund, 2020)

Improved Candidate/Employee Experience:

- GAI-powered chatbots can personalize interactions, onboarding experiences, and answer questions in an instant.
 - (Agunis et al., 2024, Sebastian, 2023)

Automation of Admin/Repetitive Tasks:

- GAI can automate processes like drafting job materials and administrative tasks, ensuring efficient communication methods.
 - (Ooi et al., 2023, Raj et al., 2023)

Strategic Focus & Cost Reduction:

- GAI-based automation can allow for HR professionals to focus on growth strategies, potentially reducing operational costs.
 - (Patel & Joshi, 2021)

ETHICAL RISKS & CONSIDERATIONS:

Algorithmic Bias/Contaminated Training Data:

- AI systems, especially GAI, can perpetuate biases found in training data, leading to unfair HR decisions and potential legal consequences.
 - (Bommasani et al., 2021, Wach et al., 2023)

Copyright Concerns:

- Using GAI models may inadvertently lead to unauthorized use of copyrighted content, raising legal and ethical questions for organizations and HR professionals.
 - (Peres et al., 2023, Smits & Borghuis, 2022)

Privacy Issues:

- The deployment of AI in HR processes poses significant privacy risks for both applicants and organizations, such as data extraction from unconventional sources (without explicit consent or understanding from all parties).
 - (Zerelli, 2021, Yam & Skorb, 2021, Yeung, 2018)

Explainability, Accountability, and Trust:

- The lack of transparency in algorithmic decisions, coupled with challenges in accountability and trust, raises ethical concerns and calls for more explainable and accountable GAI usage in HR processes/decision-making.
 - (Dennis & Aizenberg, 2022, Jarrahi et al., 2021, Tambe et al., 2019)

CONCLUSION

- In conclusion, a **cautious approach** is advised if integrating GAI into your HR practices, due to both potential benefits as well as identified ethical risks.
- Organizations should **prioritize ethical considerations** alongside technological advancements, including **robust methods for evaluation** and **continuous monitoring** to ensure responsible and transparent utilization of GAI in HR contexts.